

Comparisons of Job Characteristics

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Brokerage Clerks (43-4011)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 87

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Brokerage Clerks (43-4011)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Customer and Personal Service	11.3	19.2	15.2	<< Extensive education and/or training may be required
Clerical	7.3	15.7	12.2	<< Extensive education and/or training may be required
Economics and Accounting	4.4	12.4	3.6	<< Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 89

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Brokerage Clerks (43-4011)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Active Listening	11.0	13.2	12.6	0 Current skill level may be sufficient
Time Management	8.9	10.4	8.3	< A higher skill level may be required
Mathematics	6.2	9.3	5.1	<< Extensive development of skills in this area may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 96

Focus Occupation: Customer Service Representatives (43-4051)
Associated Occupation: Brokerage Clerks (43-4011)

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Written Comprehension	11.0	13.2	10.8	<	Some improvement in abilities may be required
Near Vision	11.1	13.0	10.3	<	Some improvement in abilities may be required
Speech Clarity	10.2	12.3	11.8	0	Current ability level may be sufficient
Speech Recognition	9.9	11.8	11.8	0	Current ability level may be sufficient
Number Facility	6.3	10.2	5.4	<<	Extensive improvement in abilities may be required
Mathematical Reasoning	6.3	9.2	6.1	<<	Extensive improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 88

Focus Occupation: Customer Service Representatives (43-4051)
Associated Occupation: Brokerage Clerks (43-4011)

Work Activities	Exclusivity of Activity
Detect discrepancies on records or reports	87
Fill out business or government forms	42
Maintain telephone logs	74
Make decisions	24
Obtain information from individuals	24
Prepare reports	8
Provide customer service	14
Resolve customer or public complaints	54
Use computers to enter, access or retrieve data	3
Use knowledge of written communication in sales work	69
Use telephone communication techniques	62
Write business correspondence	58

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 74

Focus Occupation: Customer Service Representatives (43-4051)
Associated Occupation: Brokerage Clerks (43-4011)

Tools and Technologies	Exclusivity
Business function specific software	1
Calculating machines and accessories	3
Computers	1
Content authoring and editing software	1
Data management and query software	1
Finance accounting and enterprise resource planning ERP software	2
Information exchange software	1
Network applications software	1
Personal communication devices	2

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.